WHY HEALTHCARE NEEDS AI
VIDEO TRANSCRIPT

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The popular narrative around the benefit of Artificial Intelligence in healthcare has largely been focused on making better decisions, better and smarter decisions for doctors, helping patients navigate their own healthcare and in the triangle of access, affordability and effectiveness, the three big challenges that healthcare struggles with that's all on the effectiveness side. I am going to suggest and show you some data that might say that the real transformative opportunity for Artificial Intelligence is actually on the affordability side of the equation and maybe on the access side of the equation as opposed to just the effectiveness side of the equation. In fact, I will share some data about what healthcare leaders are thinking about the real power of Artificial Intelligence and hopefully you will begin to see that this is really a tremendous opportunity.

The direction of travel of the healthcare delivery system is going from one that is largely about an interaction with the physician in person or a clinician in person face to face to one that has several elements – it's self-service, it's much more blend of physical and virtual and its fundamentally location-agnostic. These are the three elements that the healthcare systems will continue to become more like or all of these become enabled by technology but specifically by artificial intelligence because it's impossible to get the level of self-service without including intelligence in it.

We did a 6-country study, these are European plus Australia, and these are payers and providers, and these are leaders; and the first thing we asked them was, relatively speaking, how important is Artificial Intelligence as a priority in your organizations right now? And what you see is interesting.

First of all, you see the AI component of technology getting close to 50% in a couple of countries. I think it's interesting to see how Spain and Singapore are actually leading the way with AI and Norway and particularly Australia are actually have lesser view of the role of AI, not all technology, but specifically AI. I think, when I spent time in these countries, this is very consistent with the experiences that I have seen which the robustness of the country's theory around is using technology to substitute for labour either because it's driven by access or by other ideas that self-services are good thing tend to be that elevates some of those results.

This tells you, number one, that Artificial Intelligence matters but not equally in all countries and is very much reflective of the culture of that country. Because obviously the technology itself could have the same uses in every country, but then different countries have different theories on it. And many of these countries, they are primarily thinking about Artificial Intelligence largely as tool for either diagnostic decisions for doctors or drug discovery or other kinds of things.

What I find particularly interesting and this is the last piece of data that want to share with you is when you ask people what their perceived benefit is of artificial intelligence.
What you see first of all is that the things that are there at the top of the bar represent basically things that drive operational, that drive cost reduction and affordability largely through productivity. If you look better clinical outcomes in total is second from the bottom on this pile and on this list. But more importantly, look at what is the answer to the question – it's transformative.

Actually, if you look at better clinical outcomes, it's relatively modest in the transformative. It's pretty large in the substantial. I think what this tells us is that there is a recognition of what we can do with AI today and what we can do with it tomorrow. And also, a recognition that the healthcare system the way it's currently organized which is largely requiring us to largely have an interaction face to face with a care giver has some fundamental limits. Limits that essentially constrain and overall affordability for every country and we need to create and liberate the capacity from the way we operate our healthcare system. In order to invest in better clinical decision making in order to be able to invest in allowing patients to have access to the drugs that going to be discovered.

So, that access, affordability and effectiveness triangle historically has been viewed as an iron triangle. If you try to make access greater, you make affordability worse, if you try to make effectiveness greater you make affordability worse. What I would argue and suggest to you is that Artificial Intelligence has given us the first real opportunity to break that triangle and allow all three of those dimensions to improve simultaneously something we never really had the luxury of having and that the care system that we are going to experience a decade or two decades from now will look different than the care system that we have today. Not just because of the science, but because of our ability to provide care without requiring us to have to have a physical interaction with the caregiver as the primary mode of receiving that care.